



State of California

# Employment Training Panel

Arnold Schwarzenegger, Governor

February 24, 2008

Kenneth Fobbs, VP Human Resources  
Pacific Bell Directory  
One AT&T Center 4212  
St. Louis, MO 63101

Dear Mr. Fobbs:

**RE: FINAL MONITORING VISIT REPORT for Pacific Bell Directory (Directory) – ET06-0234**

<b>Date of the Visit:</b>	01/25/08
<b>Beginning/Ending Time:</b>	10:00 a.m. –11:00 a.m.
<b>Date of Last Visit:</b>	08/24/07
<b>Visit Location:</b>	Via Telephone
<b>Persons in attendance:</b>	Curt Crandall Senior Training Manager, Training and Organizational Development, Directory; Chris Mangels, VP Contract Administration, Training Funding Partners, (TFP), and Carole Robinson, ETP Contract Analyst.
<b>Action Required:</b>	No

## **CONTRACT INFORMATION:**

<b>Term of Agreement:</b>	02/07/06 – 02/06/08	<b>Agreement Amount:</b>	\$1,169,506
<b>Training Start Date:</b>	02/07/06	<b>No. to Retain:</b>	1,451
<b>Date Training must be Completed:</b>	11/08/07	<b>Range of Hours:</b>	24 -200
<b>Type of Trainee:</b>	Retrainee	<b>Weighted Ave. Hours:</b>	62

## **FINAL REPORT SUMMARY:**

### **• HISTORY OF AGREEMENT CHANGES**

The Agreement was executed on 03/16/06 and training began on 02/07/06. Mr. Mangels reported that all training was completed on 11/08/07, which allows for the 90-day retention period to be completed within the term ending date of the Agreement (02/06/08).

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ETP (05/16/07)

There was one Revision Request during the term of this Agreement. The request, approved on 08/26/07 as a Modification, added commissions earned by Directory sales staff to meet ETP minimum hourly wage requirements by county.

- **INTERVIEW WITH COMPANY REPRESENTATIVE**

Mr. Crandall reported that the company did not experience any problems with implementation/delivery of training or administration during the term of this Agreement. He stated that TFP representatives and the ETP Analyst were always available to provide administrative support and answer any questions regarding ETP program requirements. According to Mr. Crandall, ETP funded training allowed Directory to rollout its new customized Suite of Systems (CSS) processes. The CSS processes connect Directory's various operating systems for greater efficiency and better customer service. Improved internal processes and publishing support functions are managed by CSS in integrated work flow sub-systems. The company is now better equipped to forecast production costs and sales are managed more efficiently using the CSS processes. Upon completion of ETP Class/lab training, Directory documented increased ad sales, improved ad composition/graphics, greater customer satisfaction, and an interconnected work environment.

Mr. Mangels reported that Directory has already pursued a second ETP Agreement to complete Class/lab training proposed in this Agreement that the company was unable to deliver due to the time needed to fully implement CSS processes. He provided information regarding Directory's performance and potential for reimbursement relating to this Agreement. This information indicates that the company has 85,601 hours of Class/lab training completed for retrainees who completed at least 24 hours of training. According to ETP's Online Tracking System, Directory will retain a total of 1,236 (85% percent of planned retentions). Directory will be eligible for a total reimbursement of \$1,112,813 (96% of the ETP encumbered funds) if all other conditions of ETP eligibility are met. ETP records, as of the date of this visit, show that Directory has received \$743,603 in Progress Payments of which \$239,200 is considered earned and \$504,403 is unearned Progress Payments. Mr. Mangels stated that the company will be submitting a closeout invoice no later than 03/06/08. The following chart shows the projected statistics by job number.

**PROJECT STATUS PROVIDED BY THE CONTRACTOR:**

Job Number	Number Started Training	Number Enrolled in Training	Number of Trainees Dropped (following enrollment)	Number of Trainees Completed Minimum Hours	Number of Trainees Completed all Training (in Retention)	Number of Trainees Completed Retention
1	1,236	1,718	88	*1,236	33	1,203

\* ETP records indicate 1,236 retrainees have met the minimum number of Class/lab hours (24 hours) for this Agreement.

### **ATTENDANCE ROSTERS/INVOICES/ TRAINING TRACKING RECORDS:**

Ms. Robinson reviewed class/lab attendance rosters for six randomly selected trainees who are enrolled in Job 1. She compared the rosters to the Agreement's Curriculum and checked to ensure that each roster contained the necessary information required by ETP, under Title 22, California Code of Regulations, 4442. In addition, she compared the number of training hours in Directory's tracking records for the six retrainees selected with the number of training hours documented on the applicable Class/lab Rosters and Invoice Numbers 23 – 29 for Progress Payment 1 (Enrollment, Progress Payment 2 (Completion), and Final Payment.

Ms. Robinson found that the records reviewed for the six selected retrainees contained the necessary information required by ETP and the Class topics matched those contained in the Agreement's Curriculum. The review of the above sample also verified that the hours reported on Directory's tracking records matched those contained within the applicable Class/lab Rosters and Numbers 23 – 29 for Progress Payment 1 (Enrollment, Progress Payment 2 (Completion), and Final Payment.

All 29 invoices submitted to the date of the Final Monitoring Visit have been validated in this and previous Monitoring Reports.

### **SUBAGREEMENTS:**

During a previous visit, Mr. Mangels provided an executed subagreement for the provision of administrative duties pertaining to this Agreement. Ms. Robinson noted that this subagreement included the ETP required paragraphs as required in Exhibit D Page 1 of 1 in the Agreement. Ms. Robinson verified this information was entered into ETP's Online System. During this Final Monitoring Visit, Mr. Crandall confirmed that all Class/lab training conducted during the term of this Agreement was delivered by employees of Directory.

### **AUDIT:**

Directory will be notified in writing if this agreement is selected for an audit that will be conducted either at your site (field audit) or by telephone if selected for a desk audit (or "review"). These notifications will be sent in advance to allow ample preparation time and will include a list of documentation that will be examined by the auditor. A list of the documentation typically examined during an audit will be included along with the Audit Notification and Audit confirmation letters. To provide support of training, original training attendance documentation is required; photocopied records are not acceptable. Listed below are types of records typically requested during an ETP field audit:

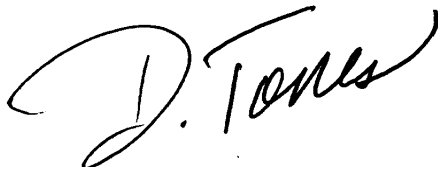
- Training attendance records such as rosters, sign-in sheets, etc.
- Payroll records of individual trainees to verify wage and hours worked
- Personnel records regarding occupation and dates of employment
- Documentation of employer paid health benefits (if applicable)
- Cash receipts to verify receipt and accounting of ETP funds

**RECORD RETENTION:**

Original records must be retained within your control and be available for review at your place of business within the State of California. This responsibility will terminate no sooner than four (4) years from the date of the termination of the Agreement or three (3) years from the date of the last payment by ETP to the Contractor, or the date of resolution of appeals, audits, claims, exceptions, or litigation, whichever is later.

If you have any questions or comments regarding the information contained in this letter, please contact Carole Robinson at (619) 686-4971, within ten (10) working days from the receipt date of this letter.

Sincerely,

A handwritten signature in black ink that reads "D. Torres". The signature is fluid and cursive, with the first name "Diana" being more prominent than the last name "Torres".

Diana Torres, Manager  
San Diego Field Office

A handwritten signature in black ink that reads "Carole Robinson". The signature is cursive and elegant, with the first name "Carole" being more prominent than the last name "Robinson".

Carole Robinson, Contract Analyst  
San Diego Field Office

cc: Kulbir Mayall, Manager, ETP Fiscal  
Training Funding Partners  
Master File  
SD Project File

Date report e-mailed to Contractor 03/03/08